

SECTION 5 ADJUSTMENTS

Providers who are paid incorrectly for a claim should submit an individual adjustment via the Infocrossing Internet service, www.emomed.com. Adjustments may not be requested when the net difference in payment is less than \$4.00, or \$.25 for pharmacy, per claim. If the adjustment is due to an insurance payment, or involves Medicare, the \$4.00, or \$.25, minimum limitation does not apply.

Adjustments for claim credits submitted via the Internet get a confirmation back the next day after submission to confirm the acceptance and indicate the status of the adjustment. If the Internal Control Number (ICN) on the credit adjustment is not valid, the confirmation file indicates such. If no confirmation is received, the provider should resubmit the claim credit.

See Section 4 of the MO HealthNet Provider Manual for timely filing requirements for adjustments and claim resubmissions.

CLAIM RESUBMISSION ON EMOMED.COM

Emomed.com has been enhanced to assist in the claims resubmission process. An automated claim retrieval process is now in place to automatically populate the fields within the claims on emomed.com. A claim may be retrieved using the 'View Claim Status' function or the 'Claim Confirmation' options on emomed.com.

IMPORTANT TIPS TO CONSIDER:

Usage of the Claim Frequency Type Code field (which is now a required field)

- 1 – ORIGINAL – should be used to create a new claim, or if the original claim submitted has a denied claim status (claim status K or N).
- 7 – REPLACEMENT – should be used if the original claim was submitted incorrectly and needs to be replaced with a corrected claim on the MO HealthNet system.
- 8 – VOID – should be used if a claim is to be credited, recouped or reversed completely from the MO HealthNet system.

USING 'VIEW CLAIM STATUS' OPTION TO RESUBMIT A CLAIM

- 1. Click on 'View Claim Status' on the Home page of emomed.com.
- 2. Enter the claim criteria that you wish to inquire.
- 3. Select the correct claim that you wish to resubmit from the 'Claim Status Selection' screen.
- 4. The 'View Claim' button will display the claim detail information on the claim status response screen.
- 5. The 'Resubmit' button will link to the populated claim form screen.

6. Edit the claim with the corrected claim information. Some fields may be slightly different than originally submitted, so please review all claim information.
7. Review any attachments (TPL Other Payers, Certificate of Medical Necessity, etc.) and verify that the information is correct.
8. Submit the correct claim.
9. Review the claim confirmation the next business day to verify processing results.

USING THE 'CLAIM CONFIRMATION' OPTION TO RESUBMIT A CLAIM

1. If the claim has been submitted through emomed.com within the last 45 days, you can retrieve the claim from the claim confirmation screen.
2. Click on 'Claim Confirmation' on the Home page of emomed.com.
3. Locate and click on the correct date of the claim confirmation report. (The claim confirmation is dated the next business date after the claim was submitted on emomed.com).
4. Click on the ICN of the claim that is resubmitted.
5. Edit the claim with the corrected claim information. Some fields may be slightly different than originally submitted, so please review all claim information.
6. Review any attachments (TPL Other Payers, Certificate of Medical Necessity, etc.) and verify that the information is correct.
7. Submit the correct claim.
8. Review the claim confirmation the next business day to verify processing results.

For any technical support issues, please contact the Infocrossing Help Desk at (573) 635-3559 or via E-mail at internethelpdesk@momed.com.